

Enter and View Authorised Representative

Supported by: Enter and View Officer

Purpose

To conduct Enter and View visits in health and social care settings in services accessed by Shropshire residents, to improve NHS health and care services by providing the lay perspective.

Key Activities

- To plan and conduct Enter and View visits authorised by Healthwatch Shropshire
- To observe and gather data on the patient experience
- To write an evidenced based report on the Enter and View visit and submit it to the Enter and View Officer
- To promote Healthwatch Shropshire positively
- To follow Healthwatch Shropshire protocols and policies on all aspects of Enter and View visits, including Code of Conduct, Confidentiality, preparing for and carrying out visits
- To attend meetings and supervisions

Person Specification

- Self-aware
- Reliable
- Open Minded
- Ability to act and report in an objective and consistent manner
- Tact and diplomacy in potentially challenging situations
- A desire to help make positive change for the people of Shropshire
- Excellent listening skills
- Keen observational skills
- Good interpersonal skills



4, The Creative Quarter
Shrewsbury Business Park
Shrewsbury, Shropshire
SY2 6LG

Tel: 01743 237884

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- Good written communication skills and ideally experience of writing reports
- Computer skills
- Ability to maintain confidentiality
- Willingness to travel across Shropshire to carry out visits and access to a car

Time Commitment

Each Enter and View consists 3 parts: the planning meeting, the visit and the report writing. We ask that you carry out at least one authorised Enter and View a month (or equivalent) to keep your knowledge, skills and experiences up to date.

Restrictions

Due to the nature of the role a standard level Disclosure and Barring Service (DBS) check (formerly CRB) is required. Healthwatch Shropshire facilitates this and covers all costs.

Training and Support

You will receive a full induction, which includes Equality and Diversity training and Confidentiality training. Additionally you receive Safeguarding training, and a full days training in Enter and View and have the opportunity to attend a variety of additional training relevant to the role at the Quarterly Workshop events. You receive practical support and guidance from the Lead Enter and View Authorised Representatives and Enter and View Officer.

Benefits

All volunteers automatically become members of Healthwatch Shropshire, enabling you to be kept up to date about our work, informed of the latest opportunities and to have your say in identifying priorities in health and social care in Shropshire.

Healthwatch Shropshire is committed to thanking its volunteers and organise a number of events during the year.

How to Apply

Interested? Please complete an application form and return by email to enquiries@healthwatchshropshire.co.uk or by post to 4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG. Please mark your envelope 'Private and Confidential'. You can request an application form by phone, letter or email or you can download one from our website www.healthwatchshropshire.co.uk



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